

# PROVIDER INFORMATION REGARDING THE CHANGE HEALTHCARE/OPTUM CYBERSECURITY INCIDENT

Jai Medical Systems Managed Care Organization, Inc. (Jai Medical Systems) is following closely the cybersecurity incident that has impacted Change Healthcare/Optum. Further, we are aware of the concerns the associated disruptions have caused for our provider community. We share these concerns. However, Jai Medical Systems wants to assure the provider community that our systems are ready and available to process claims as we were not directly impacted by this cybersecurity incident. As a result, we want to make sure providers are aware of the variety of ways in which they can submit their claims to Jai Medical Systems.

## ELECTRONIC CLAIMS SUBMISSIONS

Jai Medical Systems utilizes SSI Group as our clearinghouse for direct electronic claims submissions.

To sign-up and submit electronic claims **directly** to Jai Medical Systems through SSI Group, please follow the steps outlined below:

1. Visit the ClaimsNet website:  
<https://products3.ssigroup.com/ProviderRegistration/register>
2. Click on "Register"
3. Follow the step-by-step instructions to complete the registration process.  
Payor ID: JAI01

If you have any technical problems, please contact [helpdesk@claimsnet.com](mailto:helpdesk@claimsnet.com).

Signing up with SSI Group for electronic claims submission to Jai Medical Systems will also provide you with an Electronic Remittance Advice (ERA) (835). The 835 will automatically enroll when Jai Medical Systems receives EDI claims. No separate 835 enrollment is required.

Alternatively, you may use a clearinghouse other than Change Healthcare/Optum to pass electronic claims to Jai Medical Systems as an intermediary as long as they are capable of submitting electronic claims to SSI Group.

## PAPER CLAIMS SUBMISSIONS

Jai Medical Systems also accepts paper claims. Paper Claims may be mailed directly to our organization at:

Jai Medical Systems  
Attn: Claims Department  
301 International Circle  
Hunt Valley, MD 21030

## CLAIMS SUBMISSION TIMELY FILING REQUIREMENT

Providers have 180 calendar days to submit a claim to Jai Medical Systems.

## CONTACT INFORMATION

If you have any additional questions, please contact our Provider Relations team

- Phone: 1-888-524-1999
- Email: [providerrelations@jaimedical.com](mailto:providerrelations@jaimedical.com)
- Online: [www.jaimedicalsystems.com](http://www.jaimedicalsystems.com)